

Catawba County Emergency Medical Services Standard Operating Guidelines

Chain of Command

Chain of Command is defined as a system whereby authority passes down from the top through a series of executive positions or ranks in which each is accountable to the one directly superior.

The Chain of Command for Catawba County EMS is as follows:

- The EMS Manager is accountable to the Emergency Services Director
- The Shift Supervisors, Training Officer, Quality Assurance Officer, Specialty Services Coordinator, and Logistics Technician are accountable to the EMS Manager
- A Crew Chief is accountable to his or her Shift Supervisor.
 - The Specialty Services Crew Chief is accountable to the EMS Manager.
- A Chief Trainer is accountable to his or her Shift Supervisor or the Training Officer.
 - In Training related issues, the Chief Trainer is accountable to the Training Officer.
 - In Operational / Supervisory related issues, the Chief Trainer is accountable to the Shift Supervisor.
- A full-time or part-time field employee is accountable to his or her Crew Chief.

The Chain of Command is to be followed for all matters unless the Catawba County Code specifically allows an employee to go outside of the Chain of Command (i.e., Workplace Harassment is to be reported directly to the Personnel Director, etc...).

The fact that a decision is made by someone outside our Chain of Command or at a higher level in the Chain of Command does not exempt an employee from the steps as outlined above.

7/1/06 – BDB